

*Quality improvement of social services  
in co-creation with children and young people*

<b>Organisation(s):</b>	Central Denmark Region and Region of Southern Denmark	
<b>Country:</b>	Denmark	
<b>Contact:</b>	<a href="mailto:policy@esn-eu.org">policy@esn-eu.org</a>	
<b>Theme:</b> <i>Choose at least one option</i>	<input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input checked="" type="checkbox"/> Young People <input checked="" type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input checked="" type="checkbox"/> Integrated Care & Support <input checked="" type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input checked="" type="checkbox"/> Digitalisation <input checked="" type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input type="checkbox"/> Social Inclusion <input checked="" type="checkbox"/> Technology <input type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social Benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input checked="" type="checkbox"/> Person-Centred Care <input type="checkbox"/> Research & Use of Evidence <input type="checkbox"/> Other, please specify:
<b>Principles of the European Pillar of Social Rights:</b> <i>Check the 20 principles <a href="#">here</a>.</i>	<input type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input checked="" type="checkbox"/> 11. Childcare and child support <input type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input type="checkbox"/> 16. Health care <input checked="" type="checkbox"/> 17. Inclusion of people with disabilities <input type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to homeless <input type="checkbox"/> 20. Access to essential services
<b>Current status of the practice:</b>	<input type="checkbox"/> Concept and Design Phase <input type="checkbox"/> Testing or pilot phase <input type="checkbox"/> Temporary practice that has terminated <input type="checkbox"/> Temporary practice that is ongoing and has a termination date <input checked="" type="checkbox"/> Established and ongoing practice <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
<b>Context/ Social issues addressed</b> <i>Please explain the problem you</i>	We engaged with children and young people to understand what matters most to them and how their daily lives could be improved. The tool was developed with a strong emphasis on amplifying children's perspectives and fostering greater inclusion of children and young people in care. Often, individuals within the social services target groups are excluded from	

<p><i>attempt to solve with your practice.</i></p>	<p>surveys and lack opportunities to be heard or consulted. To address this, we designed the survey to be simple and accessible, ensuring everyone’s voice can be heard. Children and young people were involved throughout the process and helped co-produce the survey. The aim to give children and young people a new voice within social services and the need for comprehensive, standardised data was the driving force behind this initiative.</p>
<p><b>Objectives:</b> <i>Please provide a maximum of three objectives in bullet points.</i></p>	<ol style="list-style-type: none"> <li>1. To ensure that children and young people in care are included and have a new voice in social services.</li> <li>2. Comprehensive, standardised and meaningful data - based on the perspectives of children and young people in care – to inform and support quality improvement at all levels of the organisation.</li> <li>3. A co-produced new digital survey tool is agile, flexible and easy to use for children and young people in care and social workers.</li> </ol>
<p><b>Activities:</b> <i>Please describe the activities put in place to achieve the objectives (maximum 300 words).</i></p>	<p>The survey consists of 10 to 20 questions, with an option to add comments if desired. Respondents can use smiley faces to rate their answers and provide additional feedback. The survey can be completed in a quiet or shared living room, offering flexibility to suit your preference. It can be finished quickly in about five minutes, but you can spend more time if needed. If you need assistance understanding any of the questions, social workers are available to help. We aim to hear from as many young people as possible and truly value their input. Furthermore, it is very important to us that the input is translated into concrete quality improvements for the benefit of the young people.</p>
<p><b>Outcomes:</b> <i>Please explain what the results were/are so far and how you evaluated this.</i></p>	<p>In the Central Denmark Region, data from each survey is presented in feedback loops and discussed with children and young people in care, social workers, management, and politicians. Furthermore, the data is translated into quality improvements at all levels of the organisation. After each survey, evaluations are made locally and across social services.</p> <p>Some results so far:</p> <ul style="list-style-type: none"> <li>• The children and young people say they feel seen and heard. Some emphasize the importance of a confidential and anonymous space where they can speak their mind. Others say the survey gives them quality time with staff and opportunities to discuss subjects not often discussed during everyday life.</li> <li>• Examples of concrete quality improvements due to results: Establishment of a youth council. Involvement of young people in their social documentation. Redecoration of a shared living room in co-creation with the people in care, etc.</li> </ul> <p>At Egely, Region of Southern Denmark, data was shared with the young people during a group meeting. They, together with staff, reviewed the feedback and discussed potential improvements.</p> <p>Several simple suggestions were quickly implemented, including:</p> <ul style="list-style-type: none"> <li>• Revising house rules to allow more flexible smoking breaks.</li> <li>• Introducing "virtual visits" to let young people connect with relatives via online meetings.</li> </ul> <p>Other ideas took a bit longer to roll out, such as creating an activity kiosk where young people could select from a broader range of activities. This was a key request from the young people to add more variety and meaning to their daily routines, in line with the core values of the Region of Southern Denmark.</p>
<p><b>Links to supporting documents:</b></p>	<p>It's not available yet.</p>

<i>e.g. website or report of the practice</i>	
<b><u>Comments and tips</u></b> <i>i.e. for people willing to use your Practice</i>	<ul style="list-style-type: none"><li>• Co-creation is time-consuming – but time well spent!</li><li>• The importance of management support on all levels</li><li>• “Data must not end up on a desk” – feedback and quality improvement.</li></ul>